Who manages who?
The Common Care Standards
There’s a Premier in the kitchen
Regional Conferences are back!
New Workshops and Training Calendar
Contact NSW Meals on Wheels Association Inc.

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Fax: (02) 8219 4299
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ABN: 87 418 074 604
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Sue Atkins General Manager, Operations and Network
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Marianne Caddy Senior Administration Officer
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Rosemary Nelson Receptionist

Board Members
Ron Welsh Pat Irving
Noreen Boehm Graeme Berwick
Roger Morris Suellen Kennedy
Chris Spackman Kym Stanley
Lee Ford Jennifer McQueen
Bryan McDonald Peter Scorgie

Registered Publication No NAW3290
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At a time when the sector is struggling to come to grips with practical issues such as the ageing of our volunteer and paid workforce, the changing needs of our clients, the fracturing pressure on communities subjected to natural disasters, unacceptable levels of unemployment and failures by Governments, it is a mixed blessing that we also have to deal with the current Productivity Commission Enquiry into Aged Care. [http://www.pc.gov.au/__data/assets/pdf_file/0011/104879/aged-care-draft.pdf](http://www.pc.gov.au/__data/assets/pdf_file/0011/104879/aged-care-draft.pdf)

It is a good thing in that we are all intimately involved in aged care and are able to see that further improvements need to be made in that aged care system, but it is a bad thing in that we have more than enough to do without having to write lengthy submissions to Government inspired enquiries that may not lead to any changes that we think are necessary. But it is hard to complain about not being asked our opinion before Governments act, if we do not participate in such a process, which is designed to enable all of us to express our views before decisions are made. So I guess it just means we need to sacrifice another Saturday or Sunday, or both, to meet this responsibility of civic participation.

The draft report was issued in January and comments on that draft are expected to be lodged by 21 March, 2011. It raises a whole range of issues and I wouldn’t seek to canvass all of them here, but I would recommend that anyone interested in the future of aged care in Australia should read the report and send comments if you feel strongly about any of the proposed recommendations. The Association will be making a submission on behalf of Members and Associate Members.

One of the issues that really requires a response from us is that mentioned on page 261 of the draft report:

“Block funding of some community oriented basic support services. There are several small programs that are essential to supporting people who wish to remain in their own homes that may warrant a continuation of block funding arrangements, at least for the short-term. Possible examples include community transport programs and meal delivery which are largely provided by community groups, draw on the services of volunteers and are part of each local area’s social capital. Block funding (or direct allocation funding) would, in such cases, give providers some certainty in their planning and operations.”

We need to translate that suggestion into a recommendation in the final report that block funding for such services should continue.

You will recall me mentioning that all the HACC peaks have got together to put together Talking Points that can be used by local services when they are speaking to their local members or other influential people within your local communities. These are designed to ensure that, as the Commonwealth takeover of the ageing component of the HACC program progresses, the Commonwealth is made aware of just how important the HACC program is to the Australian community and that they should be careful when undertaking this transition that there is no detriment to the clients of that program.

It is vital that a consistent message is given to the politicians and to the community at large if we are to protect those vulnerable people who we care for. We will be using these talking points with Ministers, including the PM, and with the senior bureaucrats who are running this transition process. It is vital that the same messages come to them from the community. The first talking point has been produced and we will be producing more as the months go by. Emails have been sent to services with the points and they also appear in this issue.

Please take them whenever you are going to meet with local members or other influential people in your community and ensure that they understand the importance of what we do. Could you please make sure that your own local board get to see these papers, so that they can also participate in the education campaign?
Dear Colleague,

**COAG Reforms to the HACC Program**

In April 2010 the Council of Australian Governments (COAG) announced that the Commonwealth Government will take responsibility for the national Home and Community Care Program from 1 July 2012. The purpose of this letter is:

1. to inform Service Providers of current information available regarding the reforms to the HACC Program;
2. to inform our Members how the Peak organisations have actively supported their Members during the reform process; and
3. to assist local Service Providers in ensuring new arrangements and possible developments provide the best outcomes for people receiving service provision.

**Key Dates**

Key dates are as follows:

- HACC Agreements between the States and the Commonwealth will end on 30 June 2011.
- All Contracts with Ageing, Disability and Home Care (ADHC) will cease at the end of the Triennial Plan on 30 June 2012.
- The Commonwealth will take over operational responsibilities from 1 July 2012.

**What We Know**

In April 2010 COAG made the decision to split the HACC Program with the Commonwealth retaining responsibility for aged care and disability programs for eligible HACC clients over the age of 65 (50 for indigenous Australians). The decision was part of a broader COAG agenda on health reforms following the National Health and Hospitals Network Agreement.

The Commonwealth Government will assume full responsibility for the HACC Program from 1 July 2012. The proposed timing is as follows:

- transitional year commences from 1 July 2011 – 30 June 2012;
- from 1 July 2012 the Commonwealth will assume full operational responsibility for the HACC Program for HACC eligible clients over the age of 65;
- under the COAG Agreement, the Commonwealth will not make any major changes to delivery mechanisms for the HACC Program before 1 July 2015.
COMMUNITY CARE CONSORTIUM

Background Information

As a result of the announcement of the Council of Australian Government's (COAG) reforms to the Home and Community Care (HACC) Program, the NSW HACC Service Provider Peak Organisations have formed an alliance to act as a unified single point of contact with the NSW Government, Human Services, Ageing, Disability and Home Care (ADHC) and Australian Government, the Department of Health and Ageing (DOHA), in a bid to represent the views of their members, HACC Service Providers in NSW. The alliance is called the Community Care Consortium.

Purpose of the Community Care Consortium

The purpose of the Community Care Consortium is to provide a unified approach with ADHC and DOHA during the transition period of the COAG reforms. The Community Care Consortium believes a collective approach is necessary to represent the voice of their members and to assist Service Providers through the transition process of the COAG reforms.

Who is a part of the Community Care Consortium?

The NSW HACC Service Provider Peak organisations forming the Community Care Consortium are:

- NSW Meals on Wheels Association Inc
- NSW Community Transport Organisation Inc
- NSW Home Modification and Maintenance Services State Council Inc
- NSW Neighbour Aid and Social Support Association Inc
- NSW Community Options Inc

Exploration of Partnerships

The Community Care Consortium is currently exploring partnership arrangements in the development of a Community Care Training Hub in NSW.

A tender has been submitted to ADHC under the HACC Capital Funds Strategy to create a Community Care Training Hub close to the airport and on the train line. At this point in time, the tender document is under review.
PROPOSED CHANGES TO THE HACC PROGRAM

This TalkingPoint has been specifically designed to provide succinct talking points that Service Providers, Management Committees and Volunteers can use when talking to Members of State and Federal Parliament, Local Government Councillors and members of the community regarding the proposed reforms to the Home and Community Care Program.

What is the HACC Program?
The Home and Community Care (HACC) Program provides community care services to HACC-eligible frail aged, younger people with disabilities and their carers enabling them to live independently in their home environment and community. Examples of services provided include Meals on Wheels, Community Transport, Home Modifications & Maintenance, Neighbour Aid & Social Support, Case Management and Personal Care.

Key Facts about the HACC Program
✓ HACC is by far the largest and most extensive program of support for older people.
✓ HACC Services are a vital component of aged care in Australia.
✓ In 2009-2010, the total number of HACC clients who received services in Australia was 616000 people.¹

Compare this with:
• 57,742 clients who received CACP
• 7,995 clients who received EACH
• 3,847 clients who received EACH-D

✓ Most people want to receive care and support in their own homes to maximise their independence and dignity and which significantly influences their well being.
✓ The ageing population is increasing exponentially. The number of people aged 85 and over is projected to more than quadruple (from 0.4 million to 1.8 million) between 2010 and 2050. This is expected to drive a major increase in the demand for aged care services over the next 40 years.²
✓ Due to the increase in Australia’s ageing population, the Government is actively reviewing Australia’s aged care system.
✓ Around 54% of Australians aged 70 years and over report needing assistance with personal and everyday activities. This grows to 85% of those aged 85 years and over.³

¹ Productivity Commission Draft Report, Caring For Older Australians January 2011, Page 17
² Productivity Commission Draft Report, Caring For Older Australians January 2011, Page 35
³ Productivity Commission Draft Report, Caring For Older Australians January 2011, Page 6
**Strength of the Current HACC Program**

HACC services can make a crucial difference for many HACC Clients by enabling them to remain living at home rather than being admitted to residential aged care facilities such as nursing homes.

HACC Services play a vital support role in formally supporting the informal care arrangements, such as unpaid carers (family, friends and neighbours), to ensure sustainable care arrangements and interventions are provided over a period of time.

Volunteers are the back bone of many HACC services in NSW. Volunteers ensure the services provided are highly cost effective. In NSW there are:

- Approximately 35,000 Volunteers who assist with the provision of Meals on Wheels;
- Approximately 15,000 Volunteers who assist with the delivery of Community Transport; and
- Approximately 5,000 Volunteers who assist with the delivery of Neighbour Aid and Social Support Services.

Other HACC Services that provide service to clients with more complex care needs make very efficient use of specialist practitioners in delivering professional services. Examples of these Services are case management provided by Community Options and modifications to dwellings provided by Home Modifications and Maintenance Services.

**Key Messages Regarding the Proposed Changes to the HACC Program**

Access to aged care services can often be very complex and confusing for clients and their families and carers to navigate. Particularly with regard to the interface of:

- Hospitals/Allied Health
- Community Care Service Providers
- Residential Aged Care

The HACC sector supports changes which will make it easier for clients and their families/carers to access the HACC Program and the ongoing development of the continuation of seamless service provision to clients.

Improvements to the HACC Program in areas such as assessment, intake and referral procedures will be most welcomed.

It is important to gain a nationally consistent policy/approach to create equity of access to the aged care system for all Australians. However, a nationally consistent policy/approach must be flexible to respond to the needs of the local community.

Local HACC Service Providers also play an integral role in supporting and sustaining local communities. Local services maintain vital community links and help build social capital.

Volunteers are the “fabric” in local communities, supporting vital volunteer capacity for local HACC Service Providers.

Local HACC Services adapt and cater to the specific needs of local communities, including the needs of Culturally and Linguistically Diverse Families and Indigenous Australians.

**To contact the Secretariat of the Community Care Consortium, please email Stacey Sheppard-Smith:**

exec.officer@nswagenms.org
The Minister for Ageing, Peter Primrose, said the Southern Hemisphere's biggest event for seniors would begin in NSW next month.

2011 NSW Seniors Week, which will run from March 20 to 27, will feature more than 900 events around regional and metropolitan NSW. Highlights include:

- The Premier's Gala Concert Series and the Seniors Week Achievement Awards.
- Bush Tucker Cooking Classes – NSW Seniors Week Ambassador Beryl Van-Oploo shows how to add a touch of bush tucker to favourite dishes on Tuesday March 22 at Yaama Dhiyaan Hospitality Training in Darlington.
- Step Out and Get Active – a range of outdoor activities for all ages and fitness levels at the Royal National Park on Friday March 25.
- Twilight Hot Swing Night at Darling Harbour with the Kings of Swing and NSW Seniors Week Ambassadors Mary Schneider and Jenny Kee on Friday March 25.
- The Senior International Fiesta Day – a cultural tour to all corners of the globe on Saturday March 26.

"Last year, more than 250,000 people aged over 60 participated in the various activities on offer held throughout the week," Mr Primrose said.

"This year marks the 53rd year of Seniors Week celebrations in NSW."

"The theme of Seniors Week – Live Life!, aims to promote healthy and active lifestyles for seniors and encourages the over 60s community to actively participate in the vast program of events which are free or specially discounted."

"I encourage people aged over 60 years who live in NSW to get involved in the diverse week of activities on offer."

Mr Primrose said Seniors Week was an ideal way to show seniors how much the rest of the community appreciated the contribution they made to society.

NSW Seniors Week is funded by the NSW Government and organised by Ageing, Disability and Home Care.

For further information, please visit www.nswseniorsweek.com.au or join the conversation on Facebook and Twitter.

Regional event highlights:

**Western Region**

The Carpenters from Kempsey – Sharon and Darren Carpenter perform their unique, entertaining comedy and musical tribute to their famous namesakes in the country music capital on Thursday 24 March at the Capitol Theatre Tamworth.

**Southern Region**

Wollongong Afternoon Tea Dance - NSW Seniors Week Ambassador, dancer and choreographer Robina Beard, will fit right in as guest of honour at this afternoon of dance and tea on Wednesday 23 March at Anita's Theatre in Thirroul.

**Northern Region**

Dance at the Roxy – Seniors will celebrate the Roxy's 75th birthday and join in the 1930s themed concert and ballroom dancing display on Friday 25 March from 1.30pm to 3.30pm at the Roxy Theatre in Bingara.

**Hunter Region**

Ask the Experts! Join NSW Seniors Week Ambassadors Graham Ross, Brian McGuigan and Bruce Elder as they chat about their passions.
Regional Conferences

This year the NSW Meals on Wheels Association will be holding 12 Regional Conferences across NSW. The Association comes to you, enabling more people from each service to attend as travel costs will be much lower. Regional Conferences were very popular some years ago and the early indications are that numbers will be high for this year. The first conference was in Orange on 9 March and it attracted over 50 participants.

Agendas for each conference may differ slightly due to local issues but topics may include:

- The Future of Food
- More than just a meal
- Marketing and using your tool kit
- Communication—why attitude is so important
- Your responsibilities as an organisation and employer
- Nutritional issues
- Social interaction—how do we provide it?
- Managing your risks

Conferences will be held at

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<td>Wollongong</td>
<td>Wednesday 30th March</td>
<td>The Steelers Club</td>
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<td>Penrith</td>
<td>Wednesday 18th May</td>
<td>Panthers Club</td>
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<td>Newcastle</td>
<td>Tuesday 31st May</td>
<td>Bimet Lodge</td>
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<td>Taree</td>
<td>Wednesday 1st June</td>
<td>Club Taree</td>
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<td>Grafton</td>
<td>Wednesday 6th July</td>
<td>South Grafton Ex Servicemans Club</td>
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<tr>
<td>Cobar</td>
<td>Wednesday 27th July</td>
<td>Cobar Bowling Club</td>
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<tr>
<td>North Ryde</td>
<td>Tuesday 16th August</td>
<td>North Ryde RSL Club</td>
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<td>Narrandera</td>
<td>Tuesday 27th September</td>
<td>Narrandera Ex Servicemen's Club</td>
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<tr>
<td>Queanbeyan</td>
<td>Wednesday 28th September</td>
<td>Queanbeyan Golf Club</td>
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<td>Kogarah</td>
<td>Wednesday 19th October</td>
<td>St George Leagues Club</td>
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<tr>
<td>Tamworth</td>
<td>Thursday 24th November</td>
<td>The Powerhouse Hotel</td>
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For registration and details of venues, see our website

www.nswmealsonwheels.org.au

FISHER:KIDD & Associates Pty Ltd is an established Australasian based risk management company specialising in Food Safety Systems. We have assisted a range of Australian companies improve profitability and identify, reduce and manage risks in the areas of public liability, Occupational Health and Safety, Food Safety, HR and Training Systems.

Isobel Kidd
Director, FISHER:KIDD & Associates Pty Ltd
ikidd@fisherkidd.com
ph: 02.9817 0407         fax: 02.9879 0379    mobile: 0413 739 683
Orange Regional Conference

Top left
Maragret from Mudgee, Heather from Cabonne and new HACC Development Officer and Vice President of NSWMOWA, Lee Ford.

Above
Dale Rees-Bevan was a dynamic speaker on Communication. She is pictured here chatting with Peter English, Manager of Dubbo Food Services.

Left middle
Bathurst Meals on Wheels showcased their production kitchen with some taste testing. Pictured here are left Donna Towsend and Leonie Darling from Bathurst showing some food to Cheryl Smith, from Cabonne.

Left below
Julie Leoflath (middle) from Young Meals on Wheels came along with Management Committee members Gerry Bailey and Glad Hancock.
Our New Website
The Members section of the Website went live in week commencing 7/3!

Whilst, everyone has still been able to access the Management Support online throughout this time, the refreshed/new look members site includes the following:

- Access to resources, events, merchandise, publications, marketing and management support online.

- An area called ‘Your Service’ where you can update your own Contact, Service, Admin, Chairpersons details.

- Information about your Service is linked to the “Find Us” page, Google Maps. This includes a ‘Service Details’ link where you can highlight your own services, almost like your own Service mini-site (more details are shown in the manual)

Members Website Manual
A detailed Members Website manual was circulated to all Members via email in w/c 7/3. As mentioned in the manual, if you are unsure about your user name and password just call a Network Support Officer and they will let you know. Ph: 02 8219 4200

“Find Us”
How your Service is found by Clients, Volunteers and local Businesses

As mentioned, we have installed Google Maps as part of the new Website, this allows for easy navigation, directions and information about your Service.

…We hope you enjoy the new MOW Website
**Marketing Brand Guidelines**

**Marketing tool-kit**

As delivered with the December Wintalyka, *(along with the Brand Guidelines and Marketing tool-kit disk)*, thanks to the Services that have sent through their signed brand identity agreements.

It is very exciting and encouraging to see how many Services have embraced the new National Brand Identity for Meals on Wheels. The Services that took advantage of the free Service logo *(approximately 110 Services, please note that the free offer is now over)* these will be emailed to your Services in the next few weeks.

**Merchandise**

We understand through the agency, that the Merchandise should be arriving in the next four weeks. Over the December/January period, we have endeavoured to ensure that the quality, sizing, colour and price is the best possible option for MOW Nationally.

As a few of the suppliers we were dealing with were caught up in the Brisbane floods, the samples/orders were delayed. We have now found another supplier that delivers the perfect ‘dark Navy’ and the quality is fantastic!

Thanks to everyone for your patience during the period. It will definitely be worth the wait!

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**Merchandise : Accessories**

---

**Calling Card**

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*...Merchandise Orders coming soon!*
Changes at NSWMOW

Farewell—Alesha Guenthroth
Alesha was the receptionist at NSW Meals on Wheels for approximately 6 months. Alesha was a bright and enthusiastic member of the team. Unfortunately Alesha had to leave us due to health reasons. We wish her all the very best and we hope that we may see her with us again in the future.

Welcome—Rosemary Nelson
Rosemary joined the NSW Meals on Wheels team as the Receptionist on Wednesday, 9 March. Rosemary will be working with NSWMOW as part of a traineeship. Rosemary is bright and bubbly and we are sure that she will become a great asset.

At **MYCHEF** we produce quality meals made from fresh ingredients without using packet mixes or pre-prepared products.

This ensures your clients will get the very best nutrition without the added artificial flavourings & preservatives.

Our range includes:

- Hearty Soups
- Snack meals
- Home made desserts
- A choice of 45 main meals
- Centre based meal dishes (heat & serve)
- All meals with **fresh** vegetables and **real** potato.

**Making real food for real people**

MYCHEF Cuisine
107 Hammond Ave Wagga Wagga NSW
Phone (02) 69710639 or email cusine@bigpond.net.au
www.mychefcuisine.com
Regional Volunteers Awards

The first of the Regional Volunteers Award recipients are pictured below with CEO, Les Macdonald. The two volunteers from Parkes Food Services, Margaret (left) and Catherine (right) have been long term volunteers.

**Margaret Byrnes** has completed 29 years with Parkes and many of those years were served on the Management Committee. She is a dedicated volunteer who attends workshops and meetings and is often a spokesperson on behalf of the organisation.

**Catherine Magill** has delivered for over 16 years and served as Vice Chairperson, Secretary and Public Officer. She has represented the service at various functions over the years.

Congratulations to
Margaret Byrnes and Catherine Magill
Regional Volunteer Award
Western Region

*Why not nominate a volunteer from your service? Awards will be given at your regional conference.*
Conferences and Events

The Conference speaking program will be developed around the Conference theme of “The Evolving Face of Community Care—Celebrating the Past and Embracing the Future”. The Conference will incorporate plenary and concurrent sessions. The Plenary Sessions will look at the broader issues facing home and community care in NSW, as well as community care within the wider national and international context.

This event will be held on 2 & 3 May at the Sydney Convention & Exhibition Centre, Darling Harbour. Following the success of the inaugural event in 2007, this year’s biennial conference is expected to attract over 800 delegates from NSW as well as delegates from interstate.

For further information please contact Aged & Community Services Association of NSW & ACT Inc (ACS)
PO Box 3124
Rhodes NSW 2138
Ph 02 8754 0400
Fax 02 9743 4556
Email: events@agedservices.asn.au

National Volunteer Week
9-15 May 2011

National Volunteer Week (NVW) is the largest celebration of volunteers and volunteerism in Australia, and provides an opportunity to highlight the role of volunteers in our communities and to say thank you to the more than 5 million Australians who volunteer.
This year’s National Volunteer Week theme is ‘Inspiring the Volunteer in You’ to align with the United Nations theme for International Year of the Volunteer plus 10 (IYV+10). Organisations will be encouraged to use the theme ‘Inspiring the Volunteer in You’ to recruit and thank their volunteers as well as promote the awareness of volunteering. This theme will be used as the basis for all NVW and IYV+10 communication and promotion.
For more information on International Year of the Volunteer plus 10 plus check out the Australian celebration website www.iyvplus10.com.au or follow the twitter conversations using #IYVplus10 or #NVW2011
April FALLS Day—1 April
Is an initiative that originated in Northern Sydney Central Coast Area Health Service to promote falls prevention, and to raise awareness with staff, patients, carers and community members.

P: 02 6656 5326
E: Lorraine.lovitt@cec.health.nsw.gov.au
W: www.fallsnetwork.powmri.edu.au

Food Forums

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<td>23/24</td>
<td>Far West Forum—Cobar</td>
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<td>Hunter Forum—Beresfield</td>
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<td>April</td>
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<td>Mid N Coast—Kempsey</td>
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<td>Illawarra Forum—Kiama</td>
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<td>North Sydney Forum—Manly</td>
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<td>Inner West Forum—Tom Foster</td>
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<td>21</td>
<td>Macarthur/Wingecarribee Forum—Picton</td>
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<td>May</td>
<td>28</td>
<td>New England Forum—Inverell</td>
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<td>Western Sydney Forum—Blue Mountains</td>
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Easter
22 April (Good Friday)
25 April (Easter Monday & Anzac Day)
26 April (Public Holiday for Anzac Day)

Seniors Week 20 - 27 March
P: 02 8270 2000
E: swfeedback@dadhc.nsw.gov.au

Neighbour Day
27 March
Neighbour Day is Australia’s annual celebration of community. It brings together the people next door, across the street or on the next farm. Lots of activities are planned. Participation is free.
W: www.neighbourday.org

Organise a ‘special lunch’ for your centre based meal, community restaurant or centre based daycare. Ask a guest speaker to come along and link in with an event.
Workshops for Community Care Common Standards

Aged and Community Services has been contracted by ADHC to conduct workshops across NSW for the standards. Please direct all enquiries to ACS.

Aged and Community Services

Phone: 02 8754 0400
Fax: 02 9743 4556

www.agedservices@asn.com.au

Workshops to be held at:

**MARCH**

Marrickville Tues 29th
Bathurst Wed 30th
Parkes Thu 31st

**APRIL**

Wagga Thu 14th
Albury Mon 18th
Dubbo Tue 19th
Hornsby Wed 20th

**MAY**

Fairfield Mon 9th
Ballina Tues 10th
Hurstville Wed 11th
Coffs Harbour Wed 11th
Chatswood Thu 12th
Port Macquarie Thu 12th
Bondi Mon 16th
Queanbeyan Tue 17th
Hawkesbury Wed 18th
Tamworth Thu 19th
Auburn Fri 20th
Burwood Mon 23rd
Maitland Tue 24th
Campbelltown Wed 25th
Central Coast Wed 25th
Cardiff Thu 26th
Blacktown Fri 27th
Penrith Mon 30th

**JUNE**

Batemans Bay Wed 1st
Moree Wed 1st
Gerroa Thu 2nd

Hot news!

In 2012, we will be joining with other HACC peaks to host a joint state conference. This will be welcome news for those of you who have several streams of funding and have had to choose between conferences in the past. With the handover of HACC to the Federal Government, and the end of the State Government management of the HACC programs, it’s a fitting time to say good bye to ADHC and hello to Department of Health and Ageing. Join us in Canberra in July 2012 for a fantastic opportunity to showcase our services to the Federal Government.

More details soon.
New Workshops in 2011

Money Matters is a new workshop designed to help the Financial Managers, Treasurers and those in charge of the dollars and cents in your service. We will cover a wide range of topics including:

- Budgets and Financial Planning
- Cash Flow
- Legal responsibilities
- Policies and Procedures
- Outsourcing
- Writing Tenders
- Status
- Funding agreements
- Bookkeeping methods
- Profit and Loss
- Balance Sheets
- Clients money
- Internet banking

Do you know who signs your cheques, how do you pay staff, who signs your funding agreement, how do you operate a cash management account or what are staff liabilities?

If not, this workshop is for you!

SEE TRAINING CALENDAR FOR DATES.

Compliance is an area where sometimes we struggle. This workshop is designed to make it easier for you to understand your obligations without drowning in paperwork. Some comments from the first compliance workshop, sum up the positive response to this workshop:

“Excellent, recommend to all services—Management and Boards.”

“Thank you for a very informative session. You verified the fact that I really haven’t got it all covered as much as I thought I did.”

For staff and Management Committees. See training calendar for dates, held each month in Sydney and in Tamworth during the year.
# Training Calendar

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Member Cost</th>
<th>Non Member Cost</th>
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<tr>
<td>March</td>
<td><strong>Management Committee Only</strong></td>
<td>2 March</td>
<td>10:30am – 12:30pm</td>
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<td></td>
<td>This information session will provide participants with opportunities</td>
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<tr>
<td></td>
<td>Location: Cessnock</td>
<td>30 March</td>
<td>9:30am – 3:30pm</td>
<td>Surry Hills</td>
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<td>Member: FREE</td>
<td>14 March</td>
<td>9:30am – 3:30pm</td>
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<td>talking about balance sheets, liabilities, acquittals, and</td>
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<td>11/4/2011</td>
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<td>responsibilities when planning for equipment replacement, budgeting</td>
<td>30 April</td>
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<td>and answering lots of your questions.</td>
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</table>

## How to Register

Email your registration form to the Association.

nswmow@nswmealsonwheels.org.au

Post registration form to NSW MOW

Locked Bag 1100, Surry Hills 2010
<table>
<thead>
<tr>
<th><strong>Regional Conference and Food Expo— Newcastle</strong></th>
<th><strong>Managing Change</strong></th>
<th><strong>MONEY MATTERS</strong></th>
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<tr>
<td><strong>31 May</strong></td>
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<tr>
<td>Bimet Executive Lodge</td>
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<td><strong>21 June</strong></td>
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<td><strong>Time:</strong> 9:30am – 3:30pm</td>
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<tr>
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<tr>
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<td><strong>Register by:</strong> 15/7/2011</td>
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<th><strong>Managing Change</strong></th>
<th><strong>MONEY MATTERS</strong></th>
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<td><strong>1 June</strong></td>
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<tr>
<td>Club Taree</td>
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<td><strong>Time:</strong> 9:30am – 3:30pm</td>
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<td><strong>Time:</strong> 9:30am – 3:30pm</td>
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<td></td>
<td><strong>Register by:</strong> 25/5/2011</td>
<td><strong>Register by:</strong> 17/6/2011</td>
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<tr>
<th><strong>JUNE</strong></th>
<th><strong>JULY</strong></th>
<th><strong>JULY</strong></th>
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<tr>
<td><strong>ORIENTATION DAY FOR NEW STAFF MEMBERS</strong></td>
<td><strong>COMPLIANCE WORKSHOP</strong></td>
<td><strong>COMPLIANCE WORKSHOP</strong></td>
</tr>
<tr>
<td><strong>6 June</strong></td>
<td><strong>22 June</strong></td>
<td><strong>22 June</strong></td>
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<tr>
<td><strong>Time:</strong> 9:30am – 3:30pm</td>
<td><strong>Time:</strong> 9:30am – 3:30pm</td>
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<td><strong>Register by:</strong> 17/6/2011</td>
<td><strong>Register by:</strong> 23/6/2011</td>
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<thead>
<tr>
<th><strong>COMPLIANCE WORKSHOP</strong></th>
<th><strong>Regional Conference —Grafton</strong></th>
<th><strong>MONEY MATTERS</strong></th>
</tr>
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<tr>
<td><strong>27 June</strong></td>
<td><strong>6 July</strong></td>
<td><strong>21 June</strong></td>
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<tr>
<td><strong>Time:</strong> 9:30am – 3:30pm</td>
<td><strong>South Grafton Ex Services Club</strong></td>
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<tr>
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<td><strong>Register by:</strong> 23/6/2011</td>
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<tr>
<th><strong>MONEY MATTERS</strong></th>
<th><strong>MONEY MATTERS</strong></th>
<th><strong>COMPLIANCE WORKSHOP</strong></th>
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<tr>
<td><strong>7 July</strong></td>
<td><strong>7 July</strong></td>
<td><strong>25 July</strong></td>
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<td><strong>Register by:</strong> 4/7/2011</td>
<td><strong>Register by:</strong> 21/7/2011</td>
</tr>
</tbody>
</table>

**Teaching is more than imparting knowledge, it is inspiring change. Learning is more than absorbing facts, it is acquiring understanding.**

*William Arthur Ward*
Regional Conference — Cobar
Incl. Transport & Neighbour Aid
27 July
Cobar Bowling & Golf Club
Member: $50
Non Member: $100
Register by: 20/7/2011

Regional Conf. — North Ryde
16 August
North Ryde RSL Club
Member: $50
Non Member: $100
Register by: 9/8/2011

REGIONAL CONFERENCE — Cobar
Incl. Transport & Neighbour Aid
27 July
Cobar Bowling & Golf Club
Member: $50
Non Member: $100
Register by: 20/7/2011

REGIONAL CONFERENCE — North Ryde
16 August
North Ryde RSL Club
Member: $50
Non Member: $100
Register by: 9/8/2011

OCTOBER

COMPLIANCE WORKSHOP
31 October
Time: 9:30am – 3:30pm
Location: Surry Hills
Member: $30.00
Non Member: $50.00
Register by: 27/10/2011

COMPLIANCE WORKSHOP
28 November
Time: 9:30am – 3:30pm
Location: Surry Hills
Member: $30.00
Non Member: $50.00
Register by: 24/11/2011

MONEY MATTERS
20 October
Time: 9:30am – 3:30pm
Location: Surry Hills
Member: $30.00
Non Member: $50.00
Register by: 17/10/2011

NSWMOW members enjoy the benefits of discounted training and the opportunity to attend any regional conference.

This calendar was correct at the time of printing. Dates, venues and times are subject to change. An information flyer will be emailed approximately 2 weeks prior to all scheduled events to act as a reminder.
Over the past 6 months many NSW MOW members have attended the Community Care Common Standards (CCCS) information sessions held around the state. CCCS and quality review processes came into effect on 1 March. The aim of the CCCS is to help reduce the administrative burden for service providers while still ensuring services for service users are of a suitable quality.

The CCCS are part of an ongoing process of reform by the Australian Government and State and Territory Governments that has been underway since 2005 to develop streamlined arrangements in community care. The changes are applicable to Home and Community Care Program (HACC), Community Aged Care Packages (CACP), Extended Aged Care at Home (EACH), Extended Aged Care at Home Dementia (EACHD) and the National Respite for Carers programs.

One of the most obvious changes is the number of standards which have been reduced from seven down to three: Effective Management, Appropriate Access and Service Delivery, and Service User Rights and Responsibilities. There are 18 expected outcomes: 8 management outcomes, 5 service delivery outcomes and 5 service user rights outcomes.

The CCCS have drawn together elements from the range of existing community care standard frameworks. The streamlined standards reflect contemporary community care service provision.

An easy to use guide around the new CCCS has been created for service users. If you have not picked up your hardcopy of the Community Care Common Standards Guide NOW is your time to order one for free through National Mail and Marketing by emailing health@nationalmailing.com.au or phoning 0262 691 060 and quoting Product Code ST0350.

To assist service providers to review their organisation’s processes and practices and determine your service readiness, download a copy of the Self Assessment Tool from www.comcarestandards.com.au (or use the copy at the back of the guide) and work through each expected outcome to ensure that all outcomes can be met.

If you have any specific enquiries about the CCCS then please email comcarestandards@ggj.com.au or phone 1300 939 609 with the details of your enquiry or contact one of the Network Support staff on 02 8219 4200 to discuss.
SnapFresh

Our meals are at their freshest the moment they have been prepared – that's when we freeze them.

Our snap-freeze technology captures that 'just cooked' freshness

Individually Packaged main meals

- Can be heated in the oven or microwave
- Meets Nutrition and dietary requirements
- Reduces your labour costs
- Portion control - no wastage
- Reduces food safety risk
- Tailored for special diets such as Halal, vegan, vegetarian, gluten intolerant
- 16 individual meals per carton

Would you like to know more? Contact us or visit our website for more information:

(07) 3803 9700 | info@snapfresh.com.au | www.snapfresh.com.au
Aim

The aim of the Hunter Central Coast Future Food Project is to regionalise the storage and delivery of meals, to provide enhanced, individualised meal service for clients that supports their nutritional and social wellbeing and responds to the demographic, social and legislative changes facing services in the Hunter and Central Coast area. Services need to evolve to meet the challenges of a rapidly changing environment where client expectations have changed, there are fewer volunteers and where health, safety and other regulations are more stringent.

Changing Environment

The first of the “Future Food: Delivered Meal Services into the Future” October 2005 Reports by J. Krassie & Associates identified 22 MOW service sites across the Hunter and Central Coast. The second Krassie Future Food Strategy Report for the Hunter and Central Coast was completed in December 2007 and identified 16 MOW services. This in itself represents a 27% natural attrition of services in the study area. Furthermore, changes are already evidenced by the increase in the number of chilled/frozen meals constituting 73% and 27% hot delivered meals. There has been a decrease in the number of production kitchens across the region with a total of 9 at the time of the 2007 report to currently 7 as at February 2011.

The Agreed model

The Future Food Project for food services in the Hunter and Central Coast Region represents a regionalised integrated system of meal procurement and distribution based on the concepts of Customer Services (existing MOW services), Distributors and Producers (commercial suppliers and local MOW production kitchen) J. Krassie & Associates Report 2007 “Future Food Strategy for the Hunter Central Coast”

Customer Services are local food service organisations that may provide a range of meals and enhanced services to clients in their area. They do not produce meals but distribute meals to clients, provide access to other meal options such as shopping services, meal companionship, visits to local restaurants and act as a shopfront to the public. Customer Service is responsible for client contact, assessment and monitoring and managing the client’s meal order and delivery. Customer Service is also responsible for managing and supporting local volunteers. The focus for Customer Services would be on providing an enhanced, individualised meal service to clients that supports their nutritional and social wellbeing resulting in improved client satisfaction.

Distributors consolidate the purchase of chilled and frozen meals over a designated section of the region to store and distribute these meals to Customer Services. The Distributor is strategically located and equipped to receive and store bulk meals for distribution within the area and would procure these meals on behalf of Customer Service organisations. The Distributor would also be able to stock snack items and shelf stables (dry goods).

In the Future Food Project there are three designated distribution Centres. They are: Newcastle MOW, Maitland Community Care Services Inc., and Central Coast MOW Inc.

Newcastle is also a Producer and provides Customer Service to HACC eligible clients. Newcastle will continue to expand, develop and be a distribution centre for Newcastle and Lake Macquarie food services. The second Distribution Centre is Central Coast Meals on Wheels Inc. This organisation is an amalgamation of Gosford and Wyong meals services. They plan to have their distribution centre operating early in the second half of
this year providing chilled and frozen meals. The third Distribution Centre is Maitland Community Care Services and will supply frozen foods to Upper and Lower Hunter. They plan to have their distribution centre operating early next year.

The NSWMOWA Inc. Network Support Officers have compiled an extensive list of food suppliers in NSW with delivery details and costs including mains, deserts, bulk packages, snack packs and finger food. This document will be made available on the members section of the NSWMOWA website. The document will support distribution centres’

The Distribution Model (Future Food) has major advantages over the current meal production or assembly model as there is no need for food services to produce an auditable food plan. Bulk or regional purchasing agreements offer further advantages. Furthermore the Distribution Model enables staff to focus on resources for service promotion and client support rather than production kitchen and procurement issues. The Distribution model provides a cost effective system which optimises variety, food safety, resource and enhanced client support. Producers would be chosen on their commercial merits to provide a variety of high quality frozen and chilled meals.

**Future Food Regional Organisational Model Chart**

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**ADHC**

**NSWMOWA Project Management**

**Future Food Reference Group**

**Producer**

**Distributor**

**Service**

**CLIENT**

---

information on food sources and support the need to develop a wider range of meal sources which is an important part of the Future Food Project.

**Producers** supply frozen meals to the Distributor and manage the food safety risk to the point of delivery to the Distributor in compliance with Food Safety Standards. The Producer would also be responsible for ensuring labels meet requirements of Food Standards Code.

**Future Food Project Officer**

The Future Food Project is a two to three year project which commenced July 2010. A key component of the agreed model involves the NSWMOWA Inc. as the auspice organisation of the Future Food Management Project and the Project Officer who liaises with the Future Food Reference Group comprising key stakeholders in the Hunter/Central Coast and is responsible to ADHC. The Project Officer networks and communicates with all stakeholders and provides ongoing support.
and assistance to services during the change process.

Consultations
There have been ongoing consultations with Food Service providers throughout the process and the next one is on 14 June to further develop relationships between each customer service (local meals on wheels service) and the three Distribution/Production Centres in each area based on the Future Food model. This will also be an opportunity to share information and discuss the issues concerning each organisation.

Training Support
NSWMOWA Inc. continues to provide support through practical workshops such as Managing Change in Food Services. There are so many changes occurring in Food Services and they will continue for some time into the future. This is a practical workshop looking at ways to keep providing quality services while looking at the needs of clients and the community.

Regional Conference
At the Hunter and Central Coast MOW Regional Conference on Tuesday, 31 May in Newcastle there will also be new food products presented from food suppliers through a Food Expo. There are some very interesting and tasty products available that will enhance client choice through the Distribution Centre procurement and supply to local Meals Services.

Flexible Food Options
Some Hunter and Central Coast services have received pilot funding to provide Flexible Food services. This funding determines the clients’ food needs and social support needs together and looks for ways to try to meet these needs such as outings. This is done through a comprehensive assessment of each individual client that matches the service to the client not the client to the service. In the October 2010 Wintalyka there is an article written by Sue Atkins on the Flexible Food Model. This is a comprehensive approach to Flexible Food delivery and there are many variations of a similar or simpler nature possible so long as the principle of Person Centred Care where the service matches clients’ needs is applied and Wellness and restorative care approach that supports a rehabilitation and social integration.

Conclusion
There is a great deal of interest in the project and implementation is underway. Implementation of the regional Future Food model will expand on individualised meal service for clients that supports their nutritional and social wellbeing thus meeting client expectation. It will improve bargaining and purchasing leverage for the region. This model will also buy from commercial suppliers to ensure that Meals on Wheels as a service type provides a range of meals, adapts to current and future changes in government policy and legislation where health, safety and other regulations are more stringent. In this way we can continue to be relevant in the Community Services Sector.

Management Committee
members from Central Coast and Hunter Meals on Wheels Services met recently with CEO, Les MacDonald in Cessnock.

This was the last of the state series of meetings with committees, providing a valuable opportunity to discuss issues around managing food services.
Meals on Wheels

Model: HLP 100 Cool-Bag
- Specially designed and constructed insulated bag, made from tough, 'space-age' reflective woven fabric.
- Size: Bag outer - 370(long) x 270(deep) x 220(high)mm
- Size: Access hatch - 115mm square
- Extra thick insulation & made from woven, heat reflective material for maximum cooling.
- Zip sealed lid and a generous zip sealed front pocket perfect for car keys or wallet while carrying the bag.
- Tough, reinforced base to ensure long wear, good looks and good service.
- Hook & loop sealed centre lid opening to allow items to be placed into or taken out of the bag without the need to open the entire bag - ensuring the temperature of the other items in the bag is maintained.
- Clear pouch sewn on the lid opening which may be used to display a note - eg: a note to personnel, or the name of the delivery or pick-up point, run number or name - as needed.
- Shoulder strap is sewn and reinforced at the side anchor point.

$39 each + GST
Minimum of 8 units & FREE FREIGHT

or $49 each + GST + Freight

Don’t forget Model: HLP 200 Cool Bag (his big brother)
- Same tough material as HLP 100 above
- Very light: 1.2kg
- Bag outer size: 510(long) x 290(deep) x 330(high)
- Access hatch size: 230 x 160mm
- Shoulder strap and padded side handles to make carrying loads easier.

Minimum of 4 units $69 each + GST

Freezer Ice Sheets:
- Place in freezer until the sheet is frozen, then use as needed.
- Suitable for food use - non-toxic.
- Washable outer covering on each of the separate cells makes them easy to clean. The separate cells makes the sheet flexible.
- Each ice sheet measures 210 x 390mm, however, ice sheets can be purchased in a size cut to suit your needs, or in a carton size roll (un-cut) of 210mm x 9.5 meters (POA)

$6.50 each + GST

HLP Controls Pty Ltd
Ph: 1800 500 160
Fax: 1800 827 160
www.hlpcontrols.com.au
For Your Information

Meal Source Database

Tara and Godfrey have worked together to compile a comprehensive Meal and Food Source Database. The database includes information from commercial suppliers, MOW production kitchens, food packaging organisation, other NFP organisations, wholesalers and distributors. This database can be found on the [Members Section](http://www.nswmealsonwheels.org.au) of the website: www.nswmealsonwheels.org.au. The database is saved under the resources section and is named: *Meal and Food Source Database.pdf*. Check it out—we are sure you will find it an interesting read.

Common Care Community Standards—Quick Assessment Tool

On 24 February an UPDATE regarding the CCCS was sent out via email. Attached to this email was a Quick Assessment Tool saved in various formats to suit your service software. This tool is what it says, a “quick” tool. It should be used as a tick and flick document to provide you an overview to present to your management committee or managing body to gauge what needs to happen to get your service compliant. If you didn’t receive this email the tool is available in resources section of the Members Section. The document name is: *Common Care Community Standards—Quick Assessment.pdf*.

In January, the Network Support Team had the pleasure of meeting with Vickie Koh the owner of Rice King Products. We sampled many products including; Singapore Noodles, Fried Rice and Curry Prawns. The meals were all delicious and come in a variety of sizes including single serve up to large catering trays. The meals from Rice King have the green light grading issued by the NSW Food Authority (required if supplying to schools).

Consider these meals as an opportunity to introduce a theme day to your CBM, CBDC or Community Restaurant. The single serve meals could also be a good option to introduce more variety to the meals being offered to your clients. All meals are frozen. The meals are available through distributors, local party supply shops or phone Vickie directly on 02 9757 3910 to find out who your local distributor is.
There’s a Premier in the kitchen

Fairfield Meals on Wheels hosted a visit from the Premier Kristina Keneally last week. The Premier announced new funding for volunteer issues while she was there.

Volunteers and Staff of Fairfield Meals on Wheels were able to show Ms Keneally their kitchen, where she assisted to plate meals for clients.

Kristina Keneally pictured above in the kitchen and left chatting to a volunteer about to deliver meals.

Fairfield Meals on Wheels supplies a variety of food including culturally specific meals. They specialise in Arabic, Indian and Asian cuisine. They also cater for Russian, Polish and Spanish groups.
Goodbyes this quarter includes some long term Managers. Gayle from Port Macquarie, Beryl from Concord Meals on Wheels, Heather from Cabonne and Ena from Drummoyne.

Ena, Heather, Gayle and Beryl have had a significant impact on their developing services over the last 15 years and we wish them well in their travels.

Late last year Margaret from Port Kembla and Helen from Wollondilly retired, both these ladies have had long careers in HACC and will be missed by their clients and volunteers. It seems as if many long term Managers and Coordinators are moving on to retirement or greener pastures. If your service has any news that you would like to share regarding staff changes then please let the Association know. This is for a few reasons:

1. So we have the opportunity to wish you all the best
2. To let the others services know
3. To welcome your replacement and to offer them support.

Welcome

Paul from Concord Food Services and Robyn from Hornsby Meals on Wheels have both commenced work recently.

Paul and Robyn attended the Compliance workshop at Surry hills held on 28 February and found it very helpful.

Parkes Food Services was very well represented at the Orange Regional Conference. Pictured here are Margaret, Les (CEO, NSWMOWA), Catherine, Sandy, Adrianne, Colin and Elizabeth (L to R).
The Volunteers of Dungog and District Neighbourcare Inc were awarded the Australia Day Award for Community Services at the Dungog Shire Australia Day celebrations.

In part the nomination reads:

‘Dungog and District Neighbourcare Inc. has been providing assistance to the frail aged, younger disabled and their carers within the Dungog Shire for over 18 years. They are dependent upon the valuable contribution of volunteers, who freely give their time and care to assist with a variety of services including: Community Transport, Meals on Wheels, Linen Services, Social Support, Neighbour Aid and Centre Based Day-Care. The volunteers often go above and beyond their call of duty to reach out to the members of the community.’

When program funding became available a number of pre-existing Meals on Wheels services combined under the umbrella of Dungog and District Neighbourcare Inc.

Among the Volunteers present at the awards ceremony was our longest serving volunteer, Julie Duncan, who has been delivering Meals on Wheels for 40 years.

Of the other seven nominees, for this award, three of the individuals are also regular volunteers with the organisation. It is a pleasure to see these tireless volunteers recognised in the wider community.

All 169 volunteers have been sent a personal letter of congratulations and a copy of the certificate presented on the day.

Names for Photo—(Left to Right):
Jane Winiarczyk, Esma Tiernan, Jann Booth, Beryl Rumbel, Cath Turrin, Peter Doyle, Julie & Don Duncan, Elaine Johnson, Sandra Deasy, Fay Smith and Australia Day Ambassador Mike Bartels

Photo courtesy of Dungog Chronicle
**What is GST and how does it affect our service?**

GST is the Goods and Services Tax. The GST is a 10% tax on most goods and services sold in Australia. It is collected by registered businesses at each step in the supply chain.

Non-government organisations with annual turnover of $150,000 or more must register with the ATO for GST within 21 days of the turnover meeting or exceeding the registration turnover threshold. Organisations with a turnover of less than $150,000 per year may still register for GST. This enables organisations to claim back GST paid for business expenses (e.g. accounting fees) but it will create additional administrative costs.

All receipts/invoices issued must include the organisation’s Australian Business Number (ABN) and GST.

In the course of running organisations, GST will be collected along with income. GST will also be paid on business expenses. GST collected less GST paid will have to be sent to the ATO on a quarterly or monthly basis in the form of a Business Activity Statement (BAS).

In order to claim back the GST paid on business expenses, organisations must hold a valid tax invoice, unless the item equals or is less than $82.50. A normal receipt is sufficient for these items.

**How do we make sure we comply with our funding agreement?**

Complying with funding agreements is an area that the Board must constantly monitor. Complying involves:

- Ensuring the project or funded activity is viable
- Reviewing and signing the funding agreement
- Ensuring that the accounts are aligned with the reporting requirements
- Monitoring financial performance
- Providing progress reports to the funding provider as required
- Acquittal of the funds

When a service is funded, a document will accompany the funding agreement called a Service Description Schedule (SDS). The SDS will give a clear description what the money is to be used for, in what geographic region and in what period. The SDS will also give an expected output. This may be a number of meals or hours of service e.g.: 12,000 meals annually or 8,200 hours of social support.

Funds are not to be used for other purposes without the permission of ADHC. If services cannot meet the outputs on the SDS, you must talk to ADHC officers. Don't ignore decreasing outputs.

For assistance call a Network Support Officer at the NSW Meals on Wheels Association. On 02 8219 4200.
Who manages who?

The Board or Committee oversees the performance of the Manager. This is achieved by giving Managers a clear job description, discussing and agreeing on a work plan, and providing adequate support. Support may include: access to training, mentoring, constructive supervisory meetings or attendance at networking opportunities.

The Manager manages the staff under their direction. They will provide the job descriptions, work plans and support to staff. Managers should determine the skill levels of staff and allow access to appropriate training and learning opportunities. Board members do not directly manage staff.

A staff member will be responsible for managing volunteers of the service. In some cases, a dedicated position of volunteer manager may be possible, but often this will form part of the duties of a co-ordinator or even a manager in a small service. The Manager has the overall responsibility for volunteers but may delegate the task to other staff members.

The Committee steer the boat and the staff row it…….

The Board or Committee are responsible for the strategic direction of the organisation. They make the forward plans, they look at the big picture. They set the policies and make the strategic plan.

The staff are responsible for carrying out the plan under the direction of the Manager.
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Management Support Online (MSO) NGO Services and the Community Care Common Standards

Management Support Online (MSO) NGO Services can help Meals on Wheels members with the implementation of the Community Care Common Standards in a couple of ways.

The **MOW Network Support site**, which NSW Meals on Wheels members have free access to, has a range of policy and procedure templates. These have recently been revised to ensure they meet the requirements of a wide range of service standards, including the Community Common Care Standards. A full list of templates is on the site in the ‘Policy Checklist’ tool, and over half of the templates are now available. The remaining will be loaded up over the next few weeks. Examples of templates available include Internal reporting and accountability, privacy, performance review, staff meetings, board role and responsibilities and many more. These templates are really valuable resources for services, available free to you. Sign in to the members section and click on reference room to see Management Support Online.

MSO is in the final stages of preparing its new service – the **Standards and Performance Pathways (SPP)** for launch and the service should be available from early April. The SPP will not be available through the MOW Network Support, but organisations will be able to subscribe directly through MSO NGO Services.

The SPP is an exciting innovation developed by MSO NGO Services to help community services organisations deal with the workload of completing service standards and with the messy problem of multiple standards requirements.

The SPP will guide users through the process of completing assessments for a wide range of Australian community services standards, including the Community Care Common Standards. The SPP gives organisations a simple, online system with:

- Standards cross referenced: SPP cross references and completes other relevant standards sets automatically – organisations will be able to complete assessments for multiple standards in a single assessment.
- Simple, ‘bite sized’ assessments that identify what work the organisation may need to do to meet standards requirements.
- Electronic work plans that are automatically generated and linked to resources, tools and templates to assist organisations to complete guided activities. These include policy and procedure templates.
- Electronic ‘evidence pack’ for uploading the documents that an organisation needs to show its accrediting or funding body.
- Progress tracked at a glance – the system shows what proportion of the requirements of any standard have been completed, and how the organisation is performing in comparison with the average for other organisations.
Catering for Centre Based Meals, Community Restaurants and CBDC can take up a lot of time. Reclaim your time and set-up an online account with a distributor or a large retailer that will deliver direct to your door. If you have the storage capacity buy bulk, practice the first in first out (FIFO) stock rotation and keep a register to ensure that the service always has stock on hand to cater to your client needs and programs. Source bulk products from your Meals on Wheels supplier or Meals on Wheels production kitchen.

Many bulk frozen products are suitable for centre activities like trays of lasagna, meatballs, chicken casseroles, chicken pieces, fish pieces, quiches and vegetable dishes. Local distributors include PFD (you may have seen them at our last conference). Search food distributors on the internet and check out their catalogues. Food distributors are also listed on the Meal and Food Source Database.

Chilled or frozen bulk meals make your catering so much easier, but also look at individual items which can be made into meals with the addition of vegetables or salads. Don’t forget shelf stable items like canned fruits, soups or bulk vacuum packed tuna.
“THE BEST COMES FROM THE WEST”:
GOURMANIA MEALS FOR NSW M.O.W. SERVICES

- Gourmet Chef Foods Pty Ltd, established in 1986 and also trading as Gourmania, has been selling frozen individual meals Nationally since 1997 — with a particular focus on M.O.W. Services.

- In NSW alone, our sales have grown very substantially over the past few years. Gourmania now successfully serves a great number of M.O.W. Services in ‘every corner’ of NSW.

- All of our longterm and new clients in NSW get their meals delivered into their respective M.O.W. Services at costs ranging from $3.50 - $3.90 / meal + GST.

- Gourmania continues to build on its long traditions of integrity and reliability bringing to clients only in-house made quality and trusted products. This has enabled Gourmania to remain exceptionally price competitive at all times with savings fully passed on.

- Our head office and two (2) food factories are located in Malaga, Perth. Gourmania supplies weekly to all corners of the country including anywhere within NSW.

- Gourmania’s core business involves Healthcare, M.O.W. Services, Aged Care and Food Service clients.

- For well over 10 years, Gourmania has been and continues to be HACCP accredited.

- An extensive Menu Plan with no less than 28 individual frozen meals are available. All meals on offer are considered suitable for both normal and diabetic diets.

- As salt consumption levels are a very serious health concern, especially with an elderly customer base, Gourmania is the leading supplier of M.O.W. meals at the most reduced sodium levels. Our meals contain on average about 65% less sodium than comparable meals with conventional salt.

- Gourmania instead uses natural low iodised salt which is enhanced with an acacia plant compound (pea family). This in turn also has a cholesterol lowering effect.

Bon appetit and enjoy a healthy living!

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